

FROM

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PATENT APPLICATION

ATTORNEY DOCKET NO. 10008151-1

IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

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Inventor(s): Kristen L. Bhatti et al.

Confirmation No.: 4871

Application No.: 09/873,741

Examiner: Thanh T. Nguyen

Filing Date: 06/04/2001

Group Art Unit: 2144

JUN 10 2008

Title: Method and System For Providing Technical Support Documents Via The Internet

Mail Stop Appeal Brief - Patents
Commissioner For Patents
PO Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL OF REPLY BRIEF

Transmitted herewith is the Reply Brief with respect to the Examiner's Answer mailed on April 15, 2008

This Reply Brief is being filed pursuant to 37 CFR 1.193(b) within two months of the date of the Examiner's Answer.

(Note: Extensions of time are not allowed under 37 CFR 1.136(a))

(Note: Failure to file a Reply Brief will result in dismissal of the Appeal as to the claims made subject to an expressly stated new ground rejection.)

No fee is required for filing of this Reply Brief.

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Respectfully submitted,

Kristen L. Bhatti et al.

By Petar Kraguljac

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Rev 10/07 (ReplyBf)

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:)	Examiner: Thanh T. Nguyen
Kristen L. Bhatti et al.)	
)	Art Unit: 2144
Serial No.: 09/873,741)	
)	
Filed: 06/04/2001)	
)	
For: Method and System For Providing)	
Technical Support Documents Via)	
The Internet)	
)	
Date of Examiner's Answer:)	Attorney Docket No.:
April 15, 2008)	10008151-1

Mail Stop Appeal Brief – Patents
Commissioner for Patents
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Alexandria, VA 22313-1450


REPLY BRIEF under 37 CFR §41.41

Dear Sir:

This Reply Brief is timely provided within two months from the mailing date of the Examiner's Answer dated April 15, 2008.

CERTIFICATE OF FACSIMILE

I hereby certify that these papers are being transmitted to The United States Patent and Trademark Office facsimile number (571) 273-8300 on June 10, 2008.


Doreen Day

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Reply

In response to the Examiner's Answer, dated April 15, 2008, Appellant respectfully submits the following reply as permitted under 37 CFR §41.41(a)(1). The Examiner's Answer contained no new grounds of rejection and the present reply contains no new amendment, affidavit or other evidence. Thus a formal Brief is not required. The present reply supplements Appellant's Appeal Brief in view of the Examiner's Answer.

The following sections 1-7 address the Examiner's Answer in order by topic as they appear in the Examiner's Answer ("EA") starting on page 11 and section "(10) Response to Argument."

To summarize again, Colby teaches a broadcast manager that commits resources and sets up network connections to produce a broadcast session on a data network. Colby's system enables people to view the presentations (see Colby Abstract and Summary of Invention). The presentations, also called "events" by Colby, are Internet broadcast events similar to television broadcasts except via the Internet (Colby, col. 2, lines 60-67). Colby's broadcast events have no relevance or similarity to error events as recited in the present claims. Colby's broadcast events are also presented from a network server and have no relevance or similarity to error events that occur in a peripheral device. Colby fails to teach or suggest any claim.

1. Regarding claim 1, examiner states that Colby teaches "returning ... technical support documents that relate to the activated event of the requested uniform resource locator" and cites col. 8, lines 37-67 and col. 29, lines 7-21.

Colby, col. 8, lines 37-67 discuss operations for scheduling a presentation by a Scheduler and the Topology Manager. The term "event" refers to the

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presentation to be broadcasted. This section thus fails to teach any function of returning technical support documents that relate to the activated event. Colby further fails to teach that the activated event is activated "on the device" as recited in claim 1 and fails to teach where the device is "a peripheral device that has a printer, scanner and/or fax functionality" as recited in claim 1. Therefore, the cited section fails to support the rejection and the rejection should be reversed.

Regarding Colby, col. 29, lines 7-21, the examiner states that "Colby teaches if the response message is received matching the Event ID" (EA, 11). This sentence comes from Colby, col. 29, lines 16-17 and fails to teach the claimed features. Rather, Colby describes a "reservation script" that checks for response messages and sends a notification that an "event was accepted and scheduled as planned." (col. 29, lines 14-21). Again, this teaches scheduling broadcast events and has no relation to the present claims. A prima facie rejection has not been established for claim 1 and the rejection should be reversed.

2. Regarding claim 7, the examiner states that Colby teaches "in response to receiving a help command, identifying an event which has occurred on a peripheral device where the event has produced an error" and cites col. 24, lines 1-5 ("Colby teaches clicking on the event name will produce a report used by event [sic]").

First, the actual sentence from Colby is "Clicking on the event name will produce a report of resources allocated to and used by the event." (Colby, col. 24, line 2-4). Therefore, the examiner's paraphrasing is incorrect and fails to support a proper interpretation of Colby and fails to support the rejection. The report used is Colby has no relation to an error but is a "report of resources allocated." Second, Colby's "events" are broadcast presentations, which have no relevance or similarity to error events on a peripheral device. Col. 24, lines 1-5 do not teach "in response to receiving a help command" as recited in claim 7, do not teach "identifying an event which has occurred on a peripheral device" as recited in claim 7, and do not

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teach "where the event has produced an error" as recited in claim 7. The rejection is improper and should be reversed.

3. Regarding claim 7, examiner cites Colby, col. 4, lines 5-22 as teaching "where the request causes the web server to return one or more technical support documents which relate to the error." (EA, page 12, lines 1-2). No rationale was provided to support this conclusion. Appellant points to the Appeal Brief that provided a line-by-line analysis of Colby col. 4, lines 5-22, which proves that the claimed feature is not taught. The Examiner's Answer provides no rebuttable to Appellant's argument. The rejection is not supported by this portion of Colby and the rejection is improper.

4. Regarding claim 3, the examiner cites Sullivan col. 7, lines 44-51 as teaching "determining whether the most recently activated event produced an error." (EA, page 12, lines 5-8). Thus the examiner is referring to the §103(a) rejection based on Colby in view of Sullivan. The cited section of Sullivan discusses receiving an error message from unsuccessfully launching a Microsoft Word application. Microsoft Word is an application that executes on a computer and thus is not a peripheral device as recited in claim 3. Furthermore, there are many deficiencies in Colby and Sullivan that fail to establish a prima facie rejection. This isolated portion of Sullivan and the isolated claim term fails to cure the other deficiencies of the Colby reference and fails to establish a prima facie rejection for the claim as a whole.

5. Regarding claim 9, the examiner newly cites Colby col. 29, lines 7-43 and col. 8, lines 37-67 as teaching "select an event on a peripheral device where the event has produced an error message." (EA, page 12, lines 9-12). The reliance on Colby is again not on point. As previously explained, these sections of Colby teach nothing about a peripheral device, nothing about selecting an event on a peripheral device, and nothing about an event that produced an error message on a

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peripheral device. Colby fails to support a proper rejection and the rejection should be reversed.

6. Regarding claim 10, the examiner states that "the peripheral device being configured to request, in response to an error event, a relevant technical support document from a web server using a default uniform resource locator" is taught by Colby, col. 29, lines 7-43, col. 8, lines 11-51, col. 9, lines 1-48 and col. 12, lines 6-60. (EA, page 12, lines 16-19). This statement is inconsistent with the examiner's previous statements. For example, the examiner admitted that Colby does not teach elements relating to producing an error. (Final Office Action at page 5, lines 15-16). Furthermore, the examiner admitted that Colby and Sullivan do not teach a peripheral device as claimed (Final Office Action, page 9, last three lines). A prima facie obviousness rejection has not been established and the rejection should be reversed.

Furthermore, the cited sections of Colby fail to teach or suggest the claimed features. Col. 29, lines 7-43 discusses the Topology Manager, a reservation script, and notifying users about upcoming broadcast events. Col. 8, lines 11-51 explain the Topology Manager and its operation. Col. 9, lines 1-48 discuss establishing network connections for a presentation and how the Topology Manager passes messages to a Firewall Server Manager and a Recaster Manager. Col. 12, lines 6-60 describe system messages sent and received by the Topology Manager. None of these sections teach or suggest "the peripheral device being configured to request, in response to an error event, a relevant technical support document from a web server using a default uniform resource locator". The subject matter of these sections is not even related to the present claimed features. The rejection is improper and should be reversed.

7. Regarding claim 8, the examiner states that Colby col. 5, line 59 to col. 6, line 5 and col. 7, lines 20-30 teach "... to obtain a most recently activated event

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from a device state table in a peripheral device." (EA page 13, lines 1-3). Appellant notes that a different portion of Colby is now being cited with reference to this claim. The Final Office Action based the rejection on Colby column 6, lines 16-56 and column 29, lines 8-43 as teaching the recited element (Final OA, page 7, section 19). Thus Appellant assumes that the previous rejection has been overcome.

Colby col. 5, line 59 to col. 6, line 5 discusses what the Topology Manager is. There is no discussion of peripheral devices or device state tables, and no teaching or suggestion of "to obtain a most recently activated event from a device state table in a peripheral device". Colby, col. 7, lines 20-30 discusses a database table listing of resource controlling manager programs. A table listing of programs is not a device state table. There is no discussion of peripheral devices or device state tables, and no teaching or suggestion of the claimed feature. Thus, Colby fails to support the rejection and the rejection should be reversed.

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Conclusion

Appellant respectfully maintains all previous arguments, which show the deficiencies in the rejections, along with the additional comments submitted herein. Accordingly, Appellant respectfully requests that the Board of Appeals overturn all rejections and allow all pending claims.

Respectfully submitted,

6/10/08

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